# 2017 Fall RESAP Meeting

**November 14, 2017 - 8:30am to 4:30pm**

- **Welcome and Introduction**  
  *Bud*

- **Discuss and Review Ground-rules**  
  *All*

- **SIF Initiative Update and Planning Session**  
  *All*

  **Lunch Provided**

- **Area Administrator Roundtable**  
  *All*

- **Safety Manual Review and Discussion**  
  *All*

- **RESAP Reception (5:00 – 6:30 PM – J Bar, Embassy Suite)**  
  *All*
Ground-rules
National RESAP Meeting – Ground-rules

- Actively participate – everyone's voice is important
- Seek to understand first – ask questions
- Work towards consensus
  - We seek a *significant* majority to move forward
- Constantly look for incremental improvements
- Seek strong relationships – dignity & respect
Closing Conference – Ground-rules / Key Objectives

- Promote understanding of the current state of performance
- Provide honest feedback to support improvement
  - No sugar coating – constructive feedback
- Open two-way discussion (we do not always get it right)
- Avoid defensiveness – it’s your plan
  - Not about fault finding, it’s about fact finding
  - Some observations may seem like “nit-picking”
- Provide a team view of priorities as a guide
SIF Update & Planning Session

- Federated Rural Electric Insurance Exchange
- Statewides / Safety Leaders
- Rural Electric Safety Achievement Program
- Certified Loss Control Program (CLCP)
Session Road Map

- Review introductory video
- Summarize work to-date and conclusions
- Need your input and validation on:
  - Draft solutions
  - Best recommendations for co-op safety leaders to consider
- Discuss and plan for deliverables and delivery approach
Introductory Video
Motivation is increased!

When people feel like they have a voice in their work!

For people to TAKE ownership we have to GIVE them some ownership
Challenges

Temptations for shortcuts

It’s a people problem, not a lineman problem

When perceived outcomes are SC+ - temptation occurs

Normal brain function

Our brain loves to default to fast brain especially on routine work

Risk awareness vs exp. / skill

As our skill and experience grows – risk awareness decreases
Preliminary Draft Solutions
1) Clearly communicate what we want people to do
What we want people to do

1. Practice the “Life-Saving Rules” – every time
   • Utilization of gloves and sleeves
   • Application of proper insulating material
   • Utilization of proper clearance procedures
   • Testing lines and application of personal grounds

2. Speak up – no one accepts or walks by a short-cut

3. Slow down – perform effective job planning on all work assignments
2) Make a voluntary personal commitment
Ask for a Voluntary Commitment

Personal commitments that are voluntary and public, influence lasting behavior changes.
Link personal commitment to our internal values where possible.
**Employee Commitment**

<table>
<thead>
<tr>
<th>Name:</th>
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I commit to use the following work practices and ideas for the safety and welfare of my family, friends, co-workers, community and myself. Every single time.

- Use of our Life-Saving rules of:
  - Proper use of PPE (gloves and sleeves)
  - Proper application of personal grounds
  - Proper application of insulating material
  - Proper use of clearance procedure

- To “speak up” and never accept or walk by shortcut to safety work

- Slow down and perform effective job planning on all my work assignments

<table>
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<tr>
<th>Signature:</th>
<th>Date:</th>
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Signatures of supporting Family, Friends, Co-workers, etc. (optional)

- Allow for employees to have input into the process and a choice
- Employees can use this template or create their own (hand written)
- Commitments can be posted publically or in a personal place that reminds them
- Family members, friends and co-workers can be included
- Safety Leaders should model the behavior
3) Agree upon a supporting commitment logo
Logo to Reinforce Commitment:

- Develop or decide on a logo to reinforce the commitment, AFTER the commitments are made (it is not an incentive for making the commitment)
- Employees can work to develop their own or use one of the ones above at their discretion
4) Implement new job planning process with new SIF app
Prototype Decision Flow for App:

Select Type of Work

- Construction
- Maintenance
- Restoration
- Repair

Working w/i MAD

Working w/i MAD

Working Under Clearance

Working w/ Insulated Tools

Working De-energized OR Energized

- Visual Open & Tagged
- Tested & Grounded
- Work Mode Designated

- Gloves & Sleeves
- Proper Cover
- Designated Observer Assigned
- Vehicles Barricaded / Grounded
- Work Mode Designated

- Visual Open & Tagged
- Tested & Grounded
- PPE Worn

enter name

2017 Fall RESAP Mtg – Final 11.14-15.17
Prototype Decision Flow for App (continued):

Select Type of Work

- Construction
- Maintenance
- Repair
- Restoration

- Working w/i MAD
- Working Under Clearance
- Wire Down
- Working w Insulated Tools

Action Steps for energized / de-energized
Action Steps for de-energized only

Hazards associated with the job
Work procedure involved to do the job
Special Precautions
Energy source controls
Personal Protective Equipment

Other standard job briefing steps
Testing the App
Leadership options to consider
Leadership options to consider
Leadership options to consider
Leadership options to consider

- Working Energized?
  - YES
  - NO
Leadership options to consider

Hazards associated with the job?

* Energized contact - primary / secondary
  Excavation & shoring
  Fall from above - poles, structures, ladders
* Traffic
* Environment - weather conditions, terrain
  Other utilities

Work procedures involved to do the job

* Overhead electrical work procedures
* Underground electrical work procedures
  Confined space entry procedures
  Excavation / trenching - UG located, work procedures
  Truck / equipment setup - chocks, outriggers set using pads
  Proper rigging
  Proper traffic control setup
Leadership options to consider

- Special precautions
- Energy source controls

- Safety uncheck on vehicles
- Designated observer identified, in place
- Adequate cover-up in place
- Pole & structures checked
- De-energized tested for voltage & grounded
- Voltage source and open points identified & communicated
- Switching procedures completed & understood
- Recloser set for non-reclosing / One-shot
- Line location of recloser
Leadership options to consider
Leadership options to consider
Leadership options to consider
5) Agree upon appropriate action triggers to use in job planning process
Shifting Behaviors

Action triggers help instill critical behaviors into work routines

Examples

- Help influence the more difficult behaviors
- Pre-load decisions
- Help create instant habits
Confirm Action Triggers

Select the type of physical designation used to reflect work mode when within MAD

Select the type of physical designation for designated observer

The objective is to trigger the right behaviors and reinforce our commitment every time (also supports coaching and positive recognition – avoid the safety cop mentality)
Shifting Behaviors – Our Biggest Challenges

- Creating clear consistent understanding of:
  - Appropriate cover
  - Use of proper clearance procedures

- Instilling effective job briefings for all work activities (restoration and small routine jobs)

- Gaining buy-in for use of the physical action triggers:
  - Vehicle markers designating work scope
  - Designation of designated observer
Leadership Recommendations to Consider
Safety Leader Recommendations

1. Ensure the life-saving rules are clearly identified and understood
<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Considerations</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td>1) Ensure the life-saving rules are clearly identified and understood</td>
<td>• Utilize coming Federated videos to create common understanding (cover and clearance)</td>
<td>• Verify if life-saving rules are clear, simple &amp; understood</td>
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<td></td>
<td>• Create frequent two-way conversations concerning SIF risks and consistent use of rules</td>
<td>• Focus less on injury rates with employees and more on individual perceptions of risk and areas of normal drift in work procedures</td>
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<td></td>
<td>• Safety leaders conduct periodic one-on-one employee interviews</td>
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Safety Leaders Recommendations

1. Ensure the life-saving rules are clearly identified and understood

2. Verify and reinforce consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)
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<td>2) Verify consistent field utilization of life-saving SIF rules (PPE, clearance procedures &amp; use of cover)</td>
<td>• Set expectation of time for front-line supervision to be in the field verifying and coaching life-saving rules</td>
<td>• Provide supportive and corrective feedback</td>
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<td></td>
<td></td>
<td>• Recognize great performance</td>
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<td></td>
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<td>• Avoid “safety cop” approach</td>
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<td>• Look for areas where actual work practices do not match rules or work procedures</td>
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<td>• Look for inconsistencies between crews</td>
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<td>• Assess after hours work periodically</td>
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<td>• Address workload issues to free up supervisory time, if necessary</td>
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Safety Leaders Recommendations

1. Ensure the life-saving rules are clearly identified and understood

2. Verify and reinforce consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)

3. Ensure effective job planning on all jobs (pre-task risk assessment)
### Safety Leaders Recommendations (details to consider)

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<td>3) Ensure effective job planning on all jobs (pre-task risk assessment)</td>
<td>• Set expectation for periodic in-field verification - to ensure effective job planning</td>
<td>• Continually emphasize the need, especially on routine work</td>
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<td>• Observe actual in the field job briefings, provide coaching and feedback</td>
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<td>• Verify individual understanding and reinforce the need to speak up</td>
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<td>• Reinforce the need to slow down to help activate slow brain</td>
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Safety Leaders Recommendations

1. Ensure the life-saving rules are clearly identified and understood

2. Verify and reinforce consistent field utilization of life-saving SIF rules (PPE, clearance procedures & use of cover)

3. Ensure effective job planning on all jobs (pre-task risk assessment)

4. Create a structured safety management process to monitor progress and sustain awareness
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| 4) Create a structured SIF safety management process to monitor progress and sustain awareness | • Create a safety lead team or steering committee  
• Lead by Senior Leader  
• Meet monthly / bi-monthly | • Ensure expectations are consistently being met  
• Ask for feedback on field observations and consistency for use of LSRs  
• Look for attention areas, set expectations for follow up  
• Promote reporting of SIF incidents & monitor progress  
• Ensure positive recognition is provided for great performance  
• Ensure stop or pause work authority is in place and supported (anyone can stop at-risk performance at any time) |
Summary of draft SIF approach

- Monitor and recognize positive progress
- Clearly commutate what we need them to do
- Ask for voluntary personal commitment
- Implement improved job planning w/ action triggers on all work
- Link to personal values
- Coach and verify consistent use of LSR's
- We Save Lives!
Breakout Session
SIF Implementation Process
Considerations for Implementation

- Communication process
  - What would be the best way to clearly and consistently communicate the recommendations?

- Voluntary Participation
  - What participation / commitment process for co-op CEO/GM’s should we use?

- Statewide oversight & guidance
  - Statewides implement directly with their members
  - Statewides who need assistance working with their members
  - Co-ops with no statewide or centralized safety support

- Senior leader orientation
  - Centralized senior leader workshops (state or region)
  - Centralized senior leader statewide workshops
  - Introduce in individual co-ops by appointment or schedule
  - Other

- Orientation and hands-on training for SIF app
  - Understanding rational, need for commitment, reinforcing the commitment
  - Tablet verses hardcopy
  - Practical scenarios for hands-on training sessions
Next Steps for SIF Initiative
Area Administrator Roundtable
Safety Manual Review and Discussion
Safety Rule Manual Review – Questions to Consider:

- Is the format of this manual appropriate and more useful than the current version you currently use?

- If we decide to move in this direction, what would need to be done, in your opinion, to create a similar co-op version for this type of manual?

- What would be the best approach to create a collaborative version of this type of manual?

- Do you think we should work on this project? Would you be willing to work on and support an effort like this?
Special Recognition
Reception at the J Bar at the Embassy Suite

5:00 – 6:30pm; Dinner on you own
2017 Fall RESAP Meeting

November 15, 2017 – 8:00am to 12N

- RESAP Process Review and Discussion
  - Process Management Discussion
  - SIP timing

- RESAP Data Review and Findings
  - Future Plans and Direction

- 2018 SLS Plan Update and Discussion
  - Perron/Bud

- Regulatory Update
  - Martha Duggan

- RESAP Online System Q&A Session
  - Michelle / Craig

- Summarize Outcomes & Next Steps
  - All
RESAP Process Review and Discussion
Current Dashboard Status as of November 10th

MY COOPERATIVES AT A GLANCE

Leadership Commitment
Green - 197
Red - 82

Safety Health Check
Green - 192
Red - 86

Annual Performance Measures
Green - 542
Red - 136

Safety Onsite
Green - 173
Yellow - 89
Red - 18

SIP-C
Green - 379
Red - 299

As of 11/12/17
2018 Safety Leadership Summit
Update and Discussion
Full Day Pre-Summit Workshops

• Building a Culture of Active Care for Safety (Krista Geller)

• Reinventing Your Leadership: Six Practices That Turn Loners into Leaders (Jim Mathis)

• Beyond Compliance: Addressing the Human Error Side of Safety (Danny Smith & Teena Blount)
Half-Day Pre-Summit Workshops

- Making Your Safety Message Memorable (Anthony Huey)
- Strengthening the Cooperative Fence: Harmonizing Security with the Evolving Character of the Cooperative (Jim Willis)
- Next Generation Competencies for Managing & Leading Safety (Perron Nicholas)
- The Power of Influence for Safety (Rita Craig)
- Building an Effective Safety Improvement Plan (Bud Branham)
Additional Pre-Summit Activities

- RESAP Orientation
- Making the Most of Your SLS Experience & First Timers Welcome/Orientation
- Welcome Happy Hour and 1/2 & Leading Practices Showcase Opening
Keynote Speakers

- Charles Duhigg – The Power of Habit
- Dr. Atira Charles - The Realities of Bias in the Workplace: Implications, Strategies, and Solutions for Safety
- Krista Geller - Actively Caring for People: How to Cultivate a Brother’s/Sister’s Keeper Work Culture
- Kevin Elko – How to Create a Winning Safety Team
Leading Practices Showcase – Breakout Sessions – And Other Activities

• LPS Featuring 16 High Impact Safety Improvements
• LPS Mini Breakout Sessions
• 22 Standard Breakout Sessions
• CEO Breakfast & Leadership Exchange
• Mobile App for Planning and Networking
• Application Planning Session
2018 Safety Leadership Summit and Leading Practices Showcase

- Atlanta, GA - Hyatt Regency Atlanta
- Tuesday, April 24 RESAP Meeting
- Wednesday, April 25th Preconference session
- Thursday - Friday, April 26th & 27th
Regulatory Update

Martha Duggan
RESAP Online System

Q&A Session
Review items from yesterday
Safety Manual Considerations

Project Description:

- Create a generic co-op safety manual, using a format and layout that emphasizes clarity, simplicity and understandability (modeling Pike’s format)
  - It would be a generic manual intended for customization based on state and/or local co-op practices.
  - It would require considerable coordination and effort to complete.
  - We could possibly coordinate with efforts between QuadStates, SAIA and NUTSEA.
  - Try to avoid concerns about specific rules or regulations at this point?
  - Is the design and format of this manual significantly better than what we have?
  - Would this type of manual provide value to your local safety efforts? Is it worth our time and effort?
SIF App follow up items

- Voltage will be entered manually for now (no drop down boxes)

- Under – “Special precautions”
  - Change: Adequate cover-up in place
  - To: Energized lines/equipment & all surfaces at difference in potential covered

- Under – “Energy Source Controls”
  - Change: De-energized tested for voltage & grounded
  - To: De-energized with visual open point, tested for voltage and grounded
  - Change: Recloser set for non-reclosing / one-shot
  - To: Recloser set for non-reclosing / one-shot and hot-line tag applied

- Under – “Required Personal Protective Equipment”
  - Add: Proper approved footwear
SIF App follow up items

- Action Trigger for physical work scope designation will be optional
- Move Vehicle grounding / barricading from front-end to “Special Precautions” section
  - Reword phrasing to provide a little more flexibility but not create confusion
Other Agreements & follow up items

- xxxx
Summary and Next Steps
Questions / Comments?